**Evaluation Summary Apprenticeship Provision July 23**

**Aim**

Skills for Work completes a review of the Adult Learning and Apprenticeship delivery to support the measure of learner satisfaction, quality of teaching and learning, identify service improvements and ensure the safety of learners and staff.

**Process**

The apprenticeship satisfaction questionnaire was issued to all apprenticeship learners in learning on 5th April 2023. Responses were monitored on a weekly basis to monitor and maximise response rates. From 24th April 2023, all apprentices that had not responded were contacted by phone to encourage completion to support our service improvement arrangements.

Deadline for completion 2nd May, 2023.

An example of the questionnaire can be found using the following link <https://docs.google.com/forms/d/e/1FAIpQLSdWR4slD8b-r_NUECMX8hJqaMdq107-gw6kg03jChdFXQ17Zg/viewform?usp=sf_link>

**Response Rates**

Apprentices in scope 93 learners in learning

Response received 69

The response for the survey is good representing 74.2% of Skills for work apprenticeship delivery.

The overall satisfaction rate is 95.1%. This is an improvement of 1.6% on 21-22 data 93.5%.

**Summary**

The overall summary of responses indicates a very high level of satisfaction.

Does your course meet your needs? Satisfaction: 97%

I receive the support I need Satisfaction: 94.2%

I am treated fairly by Skills for Work staff Satisfaction 99.0%

Lessons and training sessions are delivered in a way that helps

me build on my existing knowledge. Satisfaction 95.7%

I am given feedback to help me improve Satisfaction 95.7%

My course is preparing me for what I want to do next Satisfaction 91.3%

I have access to the resources that I need to do well on my

course or training Satisfaction 95.7%

Skills for Work has created a safe, disciplined and positive

environment for me to learn Satisfaction 97%

(Note: Learner s feeling safe is 100%)

I am able to give my views about things that affect me and feel

listened to Satisfaction 95.7%

I am well informed by Skills for Work about the career choices

available to me and understand what I need to do to succeed in

my chosen career Satisfaction 90%

96% of apprentices would recommend Skills for Work.

**Impact - What is it like to be an apprentice with Skills for Work?**

**Apprentices said……**

* “I Love the job, really grateful I had the opportunity to do this.”
* “Rewarding, fun, useful. The lessons are good and interactive, helpful and the people are so friendly.”
* “A privilege and amazing experience.”
* “Good, I really appreciate the opportunity I have had.”
* “Fits around my current role so I can learn and work at the same time.”
* “Along with working full time and having time allowed to complete the course through work is a bonus for my future career.”
* “Feels good to be supported.”
* “Great! I feel I am gaining good skills and knowledge to support me.”
* “It is a good experience and learning opportunity. It has already helped me to improve the way I work as a customer service practitioner and so I look forward to completing the course and achieving my apprenticeship.”
* “I feel well-supported and guided through the qualification. I feel there is a lot of flexibility. Communication is good/apprentice managers are also well-informed about what stage the apprenticeship is at from the tutors.”
* “It is a lovely experience and I believe I learn a lot about my course but also other aspects of my role.”
* “Intense programme but I am enjoying it building my confidence and improving myself with practical knowledge and learning skills to apply to my job role.”
* “Amazing, I have learnt so much.”
* “I am enjoying this learning journey with Skills for Work and would recommend it to others.”
* “Have learnt new information from the AOL tasks and add to my existing knowledge. Gained a good understanding from the learning materials.”
* “It’s challenging, but interesting, enjoyable and useful.”
* “I’m happy to be an apprentice as I get full support and I feel comfortable and challenged.”
* “I find being an apprentice with Skills for Work to be engaging and I enjoy being able to reflect on my own skills through the work we do.”
* “Very good experience.”
* “Good experience, excellent supporters and comfortable in asking for help.”
* “It's been a great pleasure; I truly believe that I’m in the best hands to help me pass the course at the first attempt.”
* “I think I am treated well and supported through every step of my apprenticeship.”
* “Very confident, easy to access support and information.”
* “Very good, I find all the staff helpful, and the support provided is excellent.”
* It teaches you that you must work hard and put the effort in to get a good result, but it's always worth it. You feel very 'seen', not just like you're treated as another student, but you're individually given care and help”.
* “Best experience, so educational and insightful, highly recommend.”
* “Empowering”.
* “Brilliant, helps me build for my future career and also allows me to transfer the skills, qualifications into my current job role and for a future job role.”
* It is nice as I feel well supported by Skills for Work as well as my employer and both are keen to help me learn and progress in my career.”
* “Good development pathway.”
* “I really enjoy the group interaction and support I get from my tutor. As a manager, I struggle sometimes with time, this is something I am using my learning to improve.”

**Areas of good practice**

Apprentice satisfaction rate is high at 96% and has improved from 21-22 data.

* Lessons and tasks are organised and planned well.
* Apprentices value the additional modules on get to gateway to challenge and build on existing knowledge and understanding in business administration and operational delivery qualifications.
* High standards of teaching and learning. Well-structured sessions that encourage participation and inclusion
* Apprentices feel supported well and enjoy the flexibility of online learning, though some learners would like more face-to-face teaching.
* Communication is good. Tutors are accessible and approachable and provide good information, advice and guidance to apprentices.
* Effective target setting and feedback to ensure progression and timely achievement.
* Good variety of resources to enhance skills, knowledge and behaviours.
* Safeguarding for apprentices is outstanding and apprentices say it is a good supportive, learning environment.
* Excellent exam support and preparation for end point assessment

**Areas for development**

Although apprentices are very happy with the support from SFW, areas for improvement were included in the feedback and trends identified.

* To review the delivery of functional skills maths – potential delivery at employer premises, hybrid approach, access to resources to support timely progression and 1:1 support where required.
* Improve planning to meet some individual learner needs. Further analysis and review of teaching delivery methods by program to incorporate elements of face-to-face teaching.
* Employers to allocate 20% off the job training as agreed within the apprenticeship agreement. Re-enforce off the job learning commitments with some employers at next review. To complete an audit of reviews and identify off the job slippage.
* Review aftercare support for apprentices to support career progression and next steps.

**Next steps**

Quality of teaching and learning and learner experience remains a priority and is monitored monthly with annual survey and review to ensure service improvements are effective.

Below is the full content of the questionnaire. Several responses identified possible issues which were followed up instantly by the tutor. These issues were investigated and concluded to the satisfaction of those concerned.

**Evaluation Feedback**

Apprentices agree that their course meets their individual needs, expectations are clear from the start and throughout their program. Many are enjoying their apprenticeship training which they say is run efficiently and well organised with excellent teaching and learning from tutors. Apprentices say the online platform, resources and workshops are planned and delivered effectively. Improve planning to meet some individual learner needs. Some apprentices would prefer elements of face-to-face teaching for customer service and coaching professional delivery. Communication is good and apprentices value the support, encouragement and feedback to monitor progress and achievement.

Tutors are professional and approachable. Support is provided on an individual basis. Apprentices say that tutors are always accessible when help is required with course work. Communication and response are instant when additional support is required. Tutors are good listeners and constantly adapt delivery to meet individual needs.

A minority of apprentices have struggled to achieve their functional skills maths and feel that they would benefit from hybrid teaching, additional resources and extra support where required.

All learners, with the exception to one, said that they are treated fairly. One learner who has expressed dissatisfaction is being addressed by the Business Manager through the complaints process.

Lessons are well structured. Tutors encourage participation and inclusion. Tutors are qualified and knowledgeable, which provides the information to build on the apprentices’ existing knowledge and understanding.

Apprentices say the quality of teaching and learning is excellent. Good communication and engaging work-related examples and tasks.

The gateway platform provides additional optional modules and information. Apprenticeships use this information to embed and challenge their understanding especially when preparing for end point assessment.

Apprentices feel training sessions are well structured and a great learning experience.

Some apprentices have struggled with the online platform and do not like this style of learning and would prefer a classroom environment.

Some apprentices have started maths functional skills classes are too late in their programme and unable to progress to gateway.

Tutors provide regular feedback and review catch-up meetings. Targets are planned well to ensure apprentices are on track with their learning and understand expectations between reviews. Learners are provided with additional resources and support where required.

Apprentices say they are guided through the apprenticeship process and work is assessed quickly and detailed feedback provided on all submitted work.

Apprentices feel they are provided with good advice and guidance, plans of action, timetable and set task deadlines which can be challenging but helps apprentices progress timely through their pathway.

Feedback is provided after each delivery session and individual support is available on a 1:1 basis.

Apprentices value the additional support provided by tutors and say tutors genuinely care.

Apprentices are provided with career information, advice and guidance through the National Careers Service.

Apprentices are provided with the information, advice, and guidance to improve and progress within their job role. They say it is fun, rewarding and an amazing experience and that it fits around their role to enable them to learn and work at the same time.

Many apprentices are enjoying their job and apprenticeship opportunity. Apprentices say they have improved their skills, knowledge, and behaviours from gaining valuable experience while in employment.

Majority of apprentices have a positive learning experience and prefer the on-line learning platform – Get to Gateway. They find it easy to navigate with a range of useful resources and instant access.

A blended approach is used for Business Administration and PSOD qualifications, apprentices enjoy attended theoretical sessions and find them useful and informative. Some apprentices have said that they would like more face-to-face delivered sessions.

A wide range of resources are used which provide work-related examples, scenarios and video relevant to their job role.

Many apprentices have received functional skills support in small groups or on a 1:1 basis and received additional resources and support.

Some apprentices showing dissatisfaction said that the on-line portal can be an issue at times but that is down to network connectivity issues and not the portal.

Some apprentices studying the coaching professional qualification said that they were “unclear about the connection between the theory being taught and how this relates to practically coaching an individual. There is a lot of duplication and overlap with previous study I have completed being a qualified social worker.”

Apprentices completing Business Administration, value the additional modules on get to gateway to challenge and build on existing knowledge and understanding in business administration and operational delivery qualifications.

All learners felt safe in their learning environment. Apprentices feel fully supported and encouraged to achieve and often exceed their potential and say it is empowering. One apprentice said that you feel very 'seen', not just like you're treated as another student, but you're individually given care and help”.

Apprentices say that there are high standards of teaching and learning. Well-structured sessions that encourage participation and inclusion. Lessons and tasks are organised and planned well.

Most apprentices can discuss views and issues that affect them and feel tutors are approachable and supportive.

Tutors are friendly, allowing for a pleasant learning atmosphere. Apprentices feel listened to, and support is available to offer guidance and support.

Good communication and quick response to queries when learners do not fully understand what is required, is appreciated by majority of apprentices.

One apprentice who was struggling working in a group environment, informed their tutor they were struggling and 1:1 support was provided immediately.

Some apprentices had changes in their personal circumstances that was impacting on their learning which resulted in instant additional support needs being identified recognised and planned by tutors.

Apprentices are provided with career information, advice, and guidance through the National Careers Service.

7 apprentices did not feel well informed about their career choices and what they needed to do to succeed. All have been signposted and provided with the details to contact National Careers Service for a 1:1 telephone appointment.

Some apprentices showing dissatisfaction were successful in gaining an apprenticeship opportunity within Bradford Council and disappointed that this has not materialised into sustained employment due to restructures across departments. This is no reflection on apprenticeship performance. All have achieved their qualification and in gateway or end point assessment. Tutors have made referrals where required to the National Careers Service and Skills House for employability support.

Potential destination tracking when apprentices enter gateway could improve sustainable employment for some apprentices. At present apprentices are signposted and not referred and not all apprentices take full advantage of labour market information available to them by the National Career Service for their future career. A longer period of aftercare support to measure career progression as there are many examples of apprentices gaining promotion on completion of their apprenticeship 0-24 months after they have left program.

**When learners were asked what can we do to improve their learning experience?**

Areas for development are identified:

**Examples of Positive Feedback**

* Both Senior Tutors have been amazing help, there for me whenever needed and always give useful advice for anything and everything within the workplace.
* Extremely supportive in all aspects e.g., communication, resources.
* Constant contact and access to my tutor, who is very helpful.
* Both the training and support provided by my tutors is amazing.
* The lessons are well presented, and the tutors are very helpful.
* All staff are genuinely there to help and get the best outcome for the students, not just because it's their job but they do really care. My tutor is exceptional and by far the best teacher/tutor I've ever had.
* Listening to me when I had issues at work that were affecting my effort and time to put into the course.
* Explaining every module and task in thorough detail so there was no confusion.
* Providing detailed feedback (both negative and positive)
* Support with end point assessment. I was amazed at how immediately relaxed and comfortable I felt, despite my nerves. Once I got my distinction, I received the loveliest calls and emails. I really appreciated the effort they went to, in order to make me feel proud of my accomplishment. I could really tell that some of the most genuine people work for this organisation from my experience, I would definitely recommend. "
* Planning virtual classes, very well organised
* Great tutors, helpful and friendly
* The maths tutor on a Wednesday morning is really positive and is a good tutor.
* An easy-to-follow course, lots of support, great tutor/mentor.
* Tutor is friendly, non-judgemental, supportive and is never too busy to help.
* Supportive tutor friendly, approachable and helpful
* Good communication/supportive tutors
* My tutors are brilliant at explaining everything and supporting me.
* Very positive and efficient communication, kind, helpful and thoughtful towards work standards and improvement
* Very Supportive and very organised
* My tutors are fantastic they support me very well and I feel they are both very approachable. If I am struggling with anything I don't need to ask they recognise this straight away.
* Available to ask for help and advice when needed or unsure.
* Tutors are very helpful and informative with assignments and tasks.
* The tutors are very helpful and explain in a way which makes it easy to learn.
* My tutors are a great support network and deliver great training sessions.
* Give the support needed to learners.
* The tutor support and one-one space provided is fantastic and has really supported me in my learning.
* Lessons and tasks are well organised. It is clear from the start what is expected and how the course will run.
* A great tutor as is willing to support as and when needed. It is great that the tutor is available for support and easily accessible. "
* The whole course is run very efficiently. From the way the learning is delivered, to the 1-1 and group support that the tutors give, to the time and effort the tutors give to yourself even when it's not work related. I can't fault anything.
* Everything is explained well.
* Tutors are always accessible if I need help with my work.
* Tutors explain things very well and help with anything I am unsure about very quickly.
* My assessor/tutor is extremely supportive; teaching and guidance is excellent, and they have supported me throughout this learning journey and helped me stay on track to achieve my goals.
* Punctual and always delivering sessions to a high standard.
* Engage well with the learners and encourages participation.
* Provide very informative feedback on each piece of work I have completed.
* You give me good advice and support with my work and have helped me get back on track when I was behind.
* Providing support and guidance and giving feedback
* Arrange meetings, review and assess case studies, guiding through the process. Preparing for end point assessment. Providing feedback on reports.
* Good with updating the work for example When I have completed a task then the response is in good time.
* Communicate well, give good progress updates as well as helpful feedback and provide good structure in terms of plans of action, timetables and work/task timelines which helps me to progress through my course.
* Access to course material and resources including feedback.
* Keeping apprentices well-informed regarding their pathway, deadlines/submission dates and assessment periods as well as preparing them for the next stage in the qualification. Providing training modules on Gateway to voluntarily complete and build on knowledge as well as help with coursework. Sufficient learning materials for revising for exams and completing units.
* Great support from tutor, relates to job role and the workplace.
* The work is related to my job role and workplace.
* Tutor is very flexible with how I learn and adapts to my learning need. Gives feedback and gives work in bite-sized chunks. If something isn't working, they will help find a route through. I find this very helpful.
* Deliver online training effectively.
* Excellent resources and workshops
* Planned workshops discussing various topics.
* I really enjoy the online learning sessions with my tutor. These provide learning in a style that best suits me.
* The PowerPoint presentations are good and the access to tutor's notes give relevant additional information. I am much happier now the sessions are face to face and not on Microsoft Teams as the sessions are much more interactive.
* Interactive lesson that engages me and create positive discussions about work and learning. Tutor is on hand to help support you through lesson as well as take an interest in your personal wellbeing.
* Deliver sessions in a fun informative way.
* The sessions which I have with my tutors are great and they are very supportive and make me feel safe.
* Supportive and friendly small groups and good learning environment.
* Listening and understanding
* Listening to me and giving me advice on how to approach subjects/problems that I come across.

**Areas for development as identified in apprenticeship feedback**

* My tutor has been changed 3 times and I no longer want to do this apprenticeship I’m falling behind.
* Different assessments and time scales
* I feel that the tutor is under pressure to get people rushed through their math to pass their exams. However, I find it extremely difficult in a classroom setting, especially with ADD.Two hours in class is far too long for me to sit and focus, whilst other distractions are in the room. Luckily, Vicky Sellars has listened to my concerns and got me some one 2 one maths tuition. My feedback is not a reflection on tutors but is about my learning need.
* The skills for work website crashes from time to time which is frustrating. Not sure if you have any input on this? (Network not portal)
* Manage the time better for online sessions, it would be more effective have a morning timeslot rather than an afternoon time slot. However, this is subject to change. (Addressed – Session delivered AM July 23)
* It might just be my computer, but the portal can be erratic, closing down for no reason or modules not opening. As I said this could just be an issue with my own network. (Network issued not portal)
* Maybe pace out a little with workshops
* More face-to-face sessions
* I feel as though the workload can be too much at times. Especially for myself working in adult social care as an advisor I struggle to manage getting enough time to complete set tasks for the apprenticeship. Some tasks can take me hours to complete which uses up most of my off the job training hours.
* My apprenticeship was left to rot. Our tutor left at the beginning of covid was never replaced and we got left hanging with no communication 75% of the qualification completed and nothing. I have attempted to engage with skills for work but no joy.
* The timings could improve (PM session moved to AM
* Exam conditions could be improved.
* Maybe keep a better tab on making sure apprentices are on target to complete deadlines.
* Do the Maths and English before you start with your group so you can finish with the group you started with.
* Sending meeting links out earlier in advance
* Perhaps allow progression faster if apprentice feels ready to move forward?
* Provide further tuition where maths and English is concerned, 1 session per week makes it very easy to forget the information given.
* Talk more about the qualification in how it could better the learner in later life.
* Without any training sessions I have relied on using the information available on the City & Guilds Skills for Work website which is quite limited. I feel like training sessions help me to learn and focus and stay motivated.
* I have colleagues undertaking leadership apprenticeships externally and it seems the course and support they receive is a lot more intense. My current mentor is very good at providing feedback and guiding me through the process however I feel like more sessions or training is required. "
* Less focus on Reflective Statement
* Provide more lesson time / 1 to 1 with students.
* My course has highlighted how Learning Styles apply to different people and what those learning styles are. The City and Guilds package is quite ridged in the learning style its presented in, this being mainly self-learning and an abundance of reading. As this is an apprenticeship, I would have liked to have applied practical learning/experiences. although this may come later in the course.
* Evaluate how long the modules will take and possibly better manage the work set.
* Not have too many assignments on get to gateway if they don't need to be completed.
* More free course for people that work
* Math and English to done along the course at the same time.
* I struggled a lot at the beginning because I didn't find the Learning Assistant at all user friendly and because I didn't understand what I was meant to do with the chunks of information I was being given. I am not naturally academic, and I only recently worked out that the reason why I felt overwhelmed with information was because I hadn't realised, I should be looking at the information in terms of coaching. However, now I have a better understanding I feel like I am coping much better and I will be raising this scenario at my review this week.
* Better understanding of internal council structure and processes to assist with career post apprenticeship.
* It would have helped me to have a fixed day with a cohort of learners that come together to share learning and experiences. I found the course being online a challenge.
* Clear course content. I am on a coaching course but do not feel that 6 months in I really know very much about coaching e.g. the practice skills that I need and how to successfully coach someone. The course feels very theory heavy; I understand the importance of this, but sometimes I am unclear about the connection between the theory being taught and how this relates to practically coaching an individual. There is a lot of duplication and overlap with previous study I have completed being a qualified social worker.

**Impact: What apprentices said it like to be on an apprenticeship with Skills for Work**

* “Love the job, really grateful I had the opportunity to do this”.
* “Rewarding, fun and useful. The lessons are good and interactive and helpful for the course I am on, and the people are so friendly”.
* “A privilege”.
* “An amazing experience”.
* “I really appreciate the opportunity I have had”.
* “Fits around my current role so I can learn and work at the same time”.
* “It fits alongside my role and allows me to do both flexibly”.
* “Working full time and having time allowed to complete the course through work is a bonus”.
* “Feels good to be supported”.
* “It’s great! I feel I am gaining good skills and knowledge to support me in my work”.
* “It is a good experience and learning opportunity. It has already helped me to improve the way I work as a customer service practitioner, and I look forward to completing the course and getting a qualification”.
* “I feel well-supported and guided through the qualification. I feel there is a lot of flexibility with completing the qualification and that communication is good. Apprentice managers are also well-informed about what stage the apprenticeship is at from the tutors. I have had plenty of time to catch up with coursework between learning sessions”.
* “It is a lovely experience and I believe I learn a lot about my course but also other aspects”.
* “Intense programme but I am enjoying it building my confidence and improving myself with practical knowledge and learning skills to apply to my job role”.
* “Amazing, I have learnt so much”.
* “I am enjoying this learning journey with Skills for Work and would recommend it to others”.
* “Have learnt new information from the AOL tasks and add to existing knowledge”.
* “It’s challenging, but interesting and enjoyable”.
* “I’m happy to be an apprentice as I get full support and I feel comfortable and challenged”.
* “Very good and enjoyable”.
* “I find being an apprentice with Skills for Work to be engaging and I enjoy being able to reflect on my own skills through the work we do”.
* “Good experience, excellent supporters and comfortable in asking for help”.
* “It's been a great pleasure; I truly believe that I’m in the best hands to help me pass the course at the first attempt”.
* “I am treated well and supported through every step of my apprenticeship”.
* “Very confident, easy to access support and information”.
* “Very good, I find all the staff helpful, and the support provided is excellent”.
* “It teaches you that you must work hard and put the effort in to get a good result, but it's always worth it. You feel very 'seen', not just like you're treated as another student, but you're individually given care and help”.
* “Supported and encouraged”.
* “Best experience, so educational and insightful, highly recommend”.
* “Empowering”.
* I Enjoy my training with Skills for Work”.
* “Brilliant, helps me build for my future career and also allows me to transfer the skills, qualifications into my current job role and for a future job role”.
* “I feel well supported by Skills for Work as well as my employer and both are keen to help me learn and progress in my career”.
* “A good development pathway”.
* “I really enjoy the group interaction and support I get from my tutor. As a manager I struggle sometimes with time, this is something I am using my learning to improve on”.